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# The Provision of Social Care in Extra Care Housing (ECHO)

# The Role of Commissioners in Developing the Market for Housing with Care

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# Outline

- Sources of information
- National context: housing and benefits, Care Act, market shaping and commissioning, ASCOF
- Commissioner interviews: local and national issues
- Outcome-based commissioning
- Viewpoint of a former commissioner
- Discussion/questions

# Information Sources

- ASSET: 6 commissioner interviews (1 pilot) in Spring/Summer 2013
- ECHO: 2 commissioner interviews in February 2016, follow-ups in 2017
- Local authority policy documents: JSNAs, MPSs etc
- Government documents
- Independent reports: Housing LIN etc

# National Context: Housing & Benefits

- Spare room subsidy and Household Benefit cap – under 65s
- Local Housing Allowance caps on social rent – uncertainty for supported housing
- Housing & Planning Bill – impact on social housing
- Building Regulations 2015 Part M, M4(1)-(3)
- EU referendum – impact on capital expenditure and commercial property transactions

# National Context: Care Act 2014

- General responsibilities of local authorities:
  - Promoting individual well-being
  - Preventing needs for care and support
  - Promoting integration of care and support with health services etc.
  - Providing information and advice
  - Promoting diversity and quality in provision of services
  - Co-operating generally
  - Co-operating in specific cases

# Market Shaping & Commissioning

- Require vibrant, responsive market of service providers to achieve high-quality, personalised care and support
- Local authorities required to directly commission services to meet needs and facilitate wider market for benefit of entire community
- Commissioning: cyclical activity to assess needs of local population for care and support services, determining what element needs to be arranged by local authority, then designing, delivering, monitoring and evaluating services to ensure appropriate outcomes
- Services increasingly procured from independent sector
- Personal budgets and direct payments – decisions devolved to individuals
- Commissioning focused on outcomes rather than volumes of activity

(DH, Care and Support Statutory Guidance, October 2014)

# National Context: ASCOF

- Adult Social Care Outcomes Framework dates from 2011, under constant review
- Key themes:
  - Happy with the quality of my care and support and know that the person giving me care and support will treat me with dignity and respect
  - Supported to maintain my independence for as long as possible
  - Understand how care and support works, and what entitlements are
  - In control of my care and support
  - Feel safe and secure
  - Have as much social contact as I want with people I like



# ASCOF: Key Findings in 2013/14

- Further small increases in social care related quality of life and satisfaction with quality of care and support
- Continued decrease in permanent admissions to care homes, but range <300 to >1,000 per 100,000 population 65+
- Reablement: range <65% to >90% at home 91 days after discharge
- Approx. 75% stated that very or fairly easy to find information
- 62% received PB (objective 70%), range 25% to 138% (*sic.*)
- 66% felt safe and secure, 79% said services made them feel this
- Only 44% had as much social contact as would like, with little change over 3 years

(DH, The Adult Social Care Outcomes Framework 2015/16, Nov 2014)

# Local Context

- Structure: single tier vs two tier
- Demographic: tenure, minority groups
- Geography: urban/rural
- Existing social care provision
- Existing housing provision
- Local history/tradition/ethos
- Attitudes of local residents

# Housing and Care Services

- In-house vs separate provision of care – CQC
- Core and housing services – separate from planned care (PBs can facilitate this)
- Self-funders – payment for core
- Service charges
- Shift from block to spot contracting
- Eligibility and maintaining balance of care
- Provision for minority groups

# Commissioning & Developing Provision

- Determining local need
- Planning, land, location and local interests
- Existing and new provision – timescales
- Extra care schemes and retirement villages
- Private retirement housing
- Contractual arrangements with different providers
- Commissioning housing and care or care
- Provision for minority groups
- Measuring quality
- Measuring outcomes – assessments, ASCOF, limitations
- Wider community issues, outreach

# Outcome-Based Commissioning

- Cultural shift – leadership and knowledge
- Requires commissioners, assessors and providers to work collaboratively
- Additional costs – assessment, monitoring, data
- Individual interventions, personalisation and PBs
- Little focus on delivering improvements so that people do not need service

(Bolton, J., Emerging Practice in Outcome-based Commissioning for Social Care, IPC, April 2015)

# Top Tips for Commissioners (Smith)

- Set out how much you need
- Build identified need into local plans
- Check viability of potential sites
- Build business case
- Commissioning model proportionate to input
- Procurement framework and mini-competitions
- Don't rely on social workers for nominations
- Maintain political support
- Persevere

(Smith, P., Housing LIN Viewpoint 75, December 2015)

# Discussion/Questions

- Viability of commissioner role:
  - Market-shaping vs outcomes
  - Procurement – contrast with care home market
- Managing/responding to long-term developments:
  - Long-term trajectory to predicted level of provision
  - Timescale of new developments (c.4 years)
  - Changing landscape and expectations – futureproofing (e.g. bedrooms)
  - Care funding – cap on care costs
- Integration of services, e.g. residential care
- External developments:
  - Home ownership, adaptations
- Measurement of outcomes – aggregate/public health vs individual